

KL606 SFO -> AMS Documentación

Current version in English:

<https://docs.google.com/document/d/1IGacWzDd4CE3fdYPmKUR--UZg1-8J0fMzNUMsfACNZY/edit?usp=drivesdk>

Spanish version:

<https://docs.google.com/document/d/1KMtNmmbp2Jculud2wRyaaGVhZom0SiUgAYOboID-OP8/edit?usp=drivesdk>

English

Hi, I experienced an anomaly while boarding KLM flight 606 today from SFO to Prague via Amsterdam where I entered the plane and then was unable to find one of my items which seems to have disappeared and communications from my other devices such as phone calls and mobile data were intermittently blocked. I requested assistance from the crew and they asked that I leave my seat and that I go to the front of the plane. The crew then closed the door on me and I was escorted back into the terminal.

I asked the gate staff for assistance and they advised calling KLM customer service at 1-800-742-3333.

The line was not available at the time, and so I tried calling again and the line hung up on me. I was directed by KLM gate A10 staff to call 1-800-742-3333 number, but that number redirected me to a 3rd party travel agency.

As a result, I contacted my credit card company about this case.

I also called another number 1-800-237-2747 provided by SFO / KLM staff but that number also did not direct me to KLM customer service. I finally looked up 1-800-618-0104 which according to Google search results is KLM's customer service phone number. The line was not answered by a human, but rather an automated voice that directed me to file a complaint via KLM.com.

I was wondering if you might be able to suggest what to do in situations like this, how to avoid such situations from occurring again, and if possible to provide a resolution for this issue? Thank you for your help and have a great week.

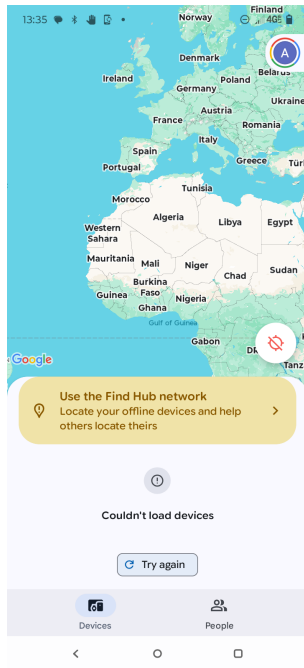
Photos of the incident below:





Google Find Hub not functioning on plane while it is still at the gate A10 even though I have 4G mobile data connection

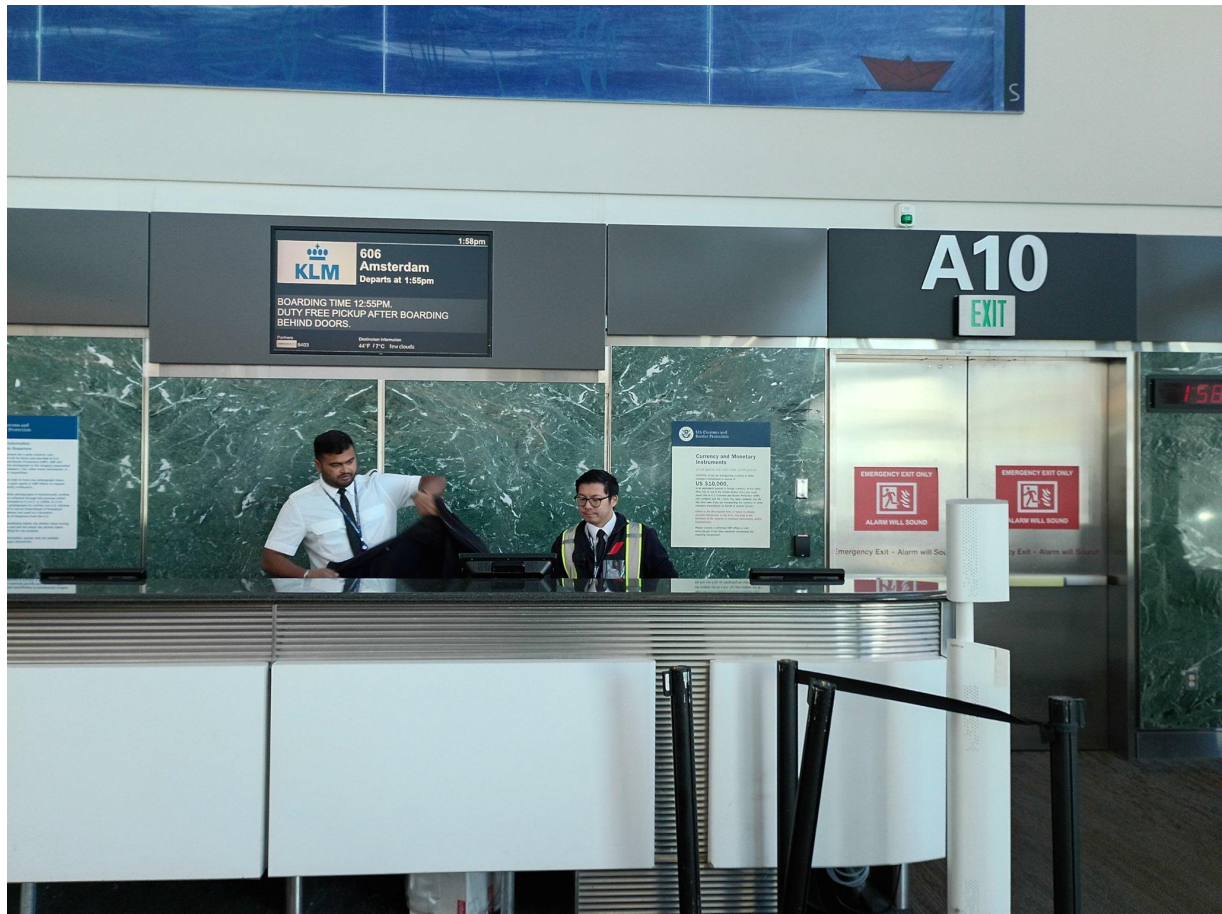
https://drive.google.com/file/d/1B1M1Be-_bsCv5SSr5WCgQkO3dcQmvXZT/view?usp=drivesdk



Recording with crew Pruser onboard plane

https://drive.google.com/file/d/1xigpNIsYc0PfQ_C347Oyl6ZNbFj71efM/view?usp=drivesdk





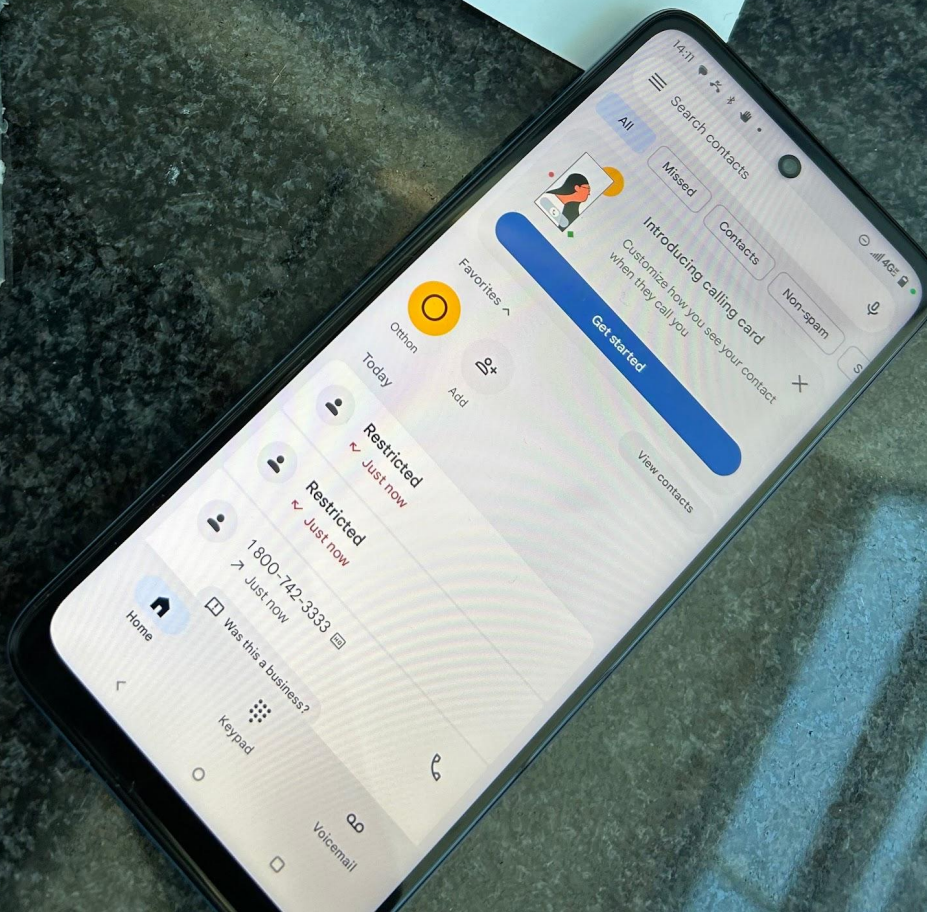
Recording with crew member Pruser onboard plane

https://drive.google.com/file/d/1xigpNlsYc0PfQ_C347Oyl6ZNbFj71efM/view?usp=drivesdk

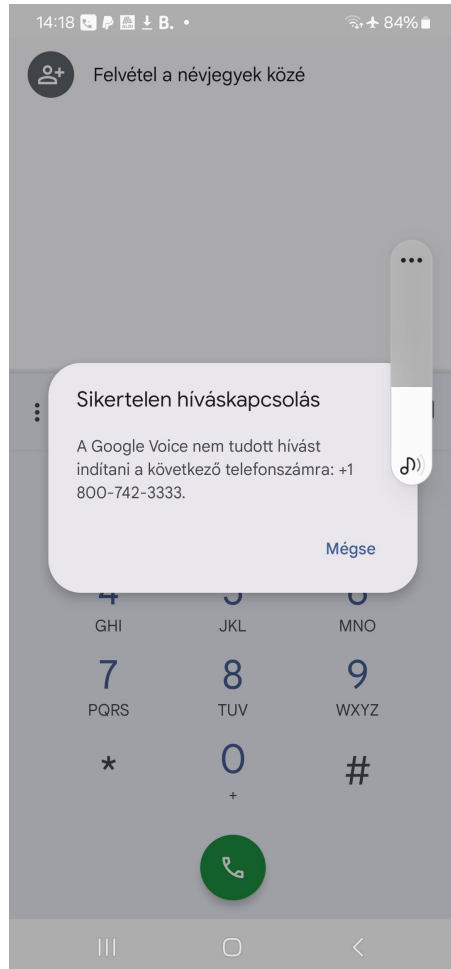


I was taken off
without asked to
go to the front of the plane and the plane departed

1-800-742-3333



Cannot dial gate-provided number 1-800-742-3333



Phone line to gate-provided number 1-800-742-3333 spontaneously disconnects

https://drive.google.com/file/d/1Moq_bvqX3pfiFHvMVMKegaM--SjwScsF/view?usp=drivesdk

Dialed KLM / Gate A10-provided number 1-800-742-3333 via phone but redirected to 3rd party travel agency

https://drive.google.com/file/d/1OuHkahepM8RBu-h5qWz-33e_A1lmUEWW/view?usp=drivesdk

SFO WiFi Connection error within terminal

<https://drive.google.com/file/d/1gTZ73l9h9FHLVe-tzX2aagt5B1jgQbCZ/view?usp=drivesdk>